



“RE-BUILDING THE CITY’S WATER SYSTEMS FOR THE 21ST CENTURY”

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
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Board of Directors Annual Retreat

April 26, 2017

Agenda

- I. 2017 Legislative Agenda
 - Personnel
 - Selling Sewer Services
- II. 2017 Work Plan Review
- III. Customer Service System Review
 - CMS Status
 - Call Center Status
 - Online Petition Status
 - Action Plan
- IV. Drainage Funding Communications Plan
 - Communications Contract
 - Water Group Outreach
 - BGR Report Dissemination
 - Tax exempt property strategy
 - Fee Calculations/Credits
- V. 10 Year Financial Plan Review
- VI. Future Facilities
 - St. Joseph
 - Carrollton Plant
 - Expressway Parking
 - Other Options
 - Customer Service Center
 - Administrative Functions
- VII. Key Initiatives
 - Energy Substation/Resilience Project
 - Analytics and Control Center (Veolia/Swiss Re Report)
 - Board Communications
 - Entergy Rate Cases